GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3252
ANSWERED ON:10.08.2015
E-Ticketing in Hindi/Regional Language
Khadse Smt. Raksha Nikhil

Will the Minister of RAILWAYS be pleased to state:

(a) whether IRCTC proposed to announce transactions of e-ticketing through their portal in Hindi version also and if so, the details thereof;

(b) whether IRCTC propose to develop to widen e-ticketing services for India's prominent regional languages for those who are facing problems because of English/Hindi versions and to introduce transparency and ensure glitch-free availability of tickets on website to move a step further towards Digital India and if so, the details thereof; and

(c) whether CRIS has developed a paperless un-reserved ticketing features in mobile applications; and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) Yes, Madam. E-ticketing website www.irctc.co.in is available in Hindi with effect from 08.07.2015.
(b) To ensure glitch-free availability of e-ticketing services, upgraded e-ticketing system has been launched with capacity to book 7200 tickets per minute as against 2000 tickets per minute earlier and it has been decided to develop multi-lingual e-ticketing website.
(c) Yes, Madam. Mobile application for paperless unreserved ticketing has been launched at Chennai on 22.04.2015 and on Churchgate-Dahanu Road suburban section of Western Railway in Mumbai with effect from 08.07.2015.
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